

## PURPOSE

The purpose is to establish policy for the use of personal and state-owned wireless communication devices for the employees of the Michigan Department of Health and Human Services (MDHHS). This policy also sets criteria and guidelines for the issuance of state-owned communication devices to MDHHS personnel.

## DEFINITIONS

### Wireless Communication Devices

Wireless communication devices include the following:

- iPhones.
- MiFi mobile hotspots.

## POLICY

Issue MDHHS wireless communication devices when either:

- Employee position is seventeen level and above.
- Position requires the employee to work away from their designated work location on a regular basis and the wireless device is needed to perform their job duties.

**Note:** Exemptions require approval by the employee's director (level 17 or above) and business justification approval by MDHHS IT Asset Management.

Employees must use wireless communication devices in a responsible manner, adhering to security rules and using hands-free phone devices while driving. Using the text feature while driving is illegal and MDHHS will prosecute violators to the full extent of the law.

Employees issued state-owned wireless devices are accountable for them and must be able to account for charges made to the wireless devices above the monthly service fees. Use state-owned wireless communication devices for business purposes only. Employees must report any personal use and provide reimbursement to the department.

### iTunes

Mobile devices come with an iTunes account for the download of MDHHS/DTMB approved apps. Do not download apps for personal use.

### Data

Employees must use data in accordance to the [Acceptable Use Policy 1340.00](#). MDHHS IT Asset Management may request users pay for excessive data used overage charges.

### Damaged Devices

Report damaged mobile devices to your supervisor immediately. Mobile devices must always remain in their protective case. Users may be responsible to cover the cost to replace the damaged device.

### Lost or Stolen Devices

Report lost or stolen equipment to the supervisor and to the [MDHHSPrivacySecurity@michigan.gov](mailto:MDHHSPrivacySecurity@michigan.gov) email box immediately and:

- For stolen phones contact the local police department to report the theft and file a police report.
- Complete a [DTMB-52, Lost or Stolen Equipment Report](#).

To replace a lost or damaged wireless device the IT liaison must submit a [DHS-733, Smart Device/Wireless Communication Request](#). Keep mobile device in a secured location when not using it. A secured location would be a locked place, out of sight from others, and not in an automobile. If the assigned mobile device is lost or stolen, the user may be responsible to cover the cost of a replacement device.

Employees may only have one form of wireless communication device. Exemptions require approval by the employee's director (level 17 and above) and business justification approval by MDHHS IT Asset Management.

MDHHS is not responsible for the loss, theft or damage to personal wireless communication devices brought into the workplace by the employee.

Users of any state issued wireless communication device, or mobile internet connectivity device must adhere to the IT Resources [Acceptable Use Policy 1340.00](#) issued by the Michigan Department of Technology, Management and Budget. Users must also adhere to the [APT 301, Mobile Worker Equipment Accountability Policy](#), issued by MDHHS.

### BYOD

MDHHS does not participate in the use of personally owned devices or Bring Your Own Device (BYOD) Program; see Inside Michigan/DTMB/Work/Policies [100.30 DTMB BYOD Procedure](#).

**Note:** This website link is not viewable using the public policy manuals.

### Mobile Device Number Release'

Requests to take State of Michigan cell phone numbers to a personal device will be considered with proper justification for senior level management (level 18 or higher). Justification should be provided to MDHHS-ITASSETS@michigan.gov.

## PROCEDURE

### Wireless Communication Devices

IT Liaison submits a DHS-733, Mobile Phone Request, to MDHHS IT Asset Management via email [MDHHS-ITAssets@michigan.gov](mailto:MDHHS-ITAssets@michigan.gov).

Exception requests must also attach business justification and director (level 17+) approval with the email request.

IT Asset Management reviews all requests for final approval.

## REFERENCES

[Acceptable Use Policy 1340.00](#)

[APO 301, Mobile Worker Equipment Accountability Policy.](#)

## CONTACT

For additional information concerning this policy, contact MDHHS IT Asset Management via email [MDHHS-ITAssets@michigan.gov](mailto:MDHHS-ITAssets@michigan.gov)